

TRUMANSBURG EMS BILLING POLICY

For Trumansburg EMS Services:

People using the services of Trumansburg EMS will be charged a fee for the purpose of recovering the costs of providing EMS services.

Exclusions: The following patients/circumstances do not receive a bill.

Patients that refuse treatment or transportation do not receive a bill.

Patients that were determined to be beyond treatment capabilities (deceased) as allowed under NYS and Trumansburg EMS Protocols prior to any resuscitation attempts.

Procedure:

The Trumansburg Village Board of Trustees has the responsibility to maintain the schedule of fees charged for services provided by Trumansburg EMS.

Fee Schedules will be set at what is reasonable or customary for providing emergency medical services.

Fee Schedules will be reviewed and modified as needed at least annually. Rates will be set with the objective to provide a level of income needed to cover costs and maintain what is deemed an appropriate financial reserve.

The Trumansburg Village Treasurer will review the performance of the billing agent and report status on a monthly basis. The Village Board of Trustees will act as an advisor to the billing agent in the matter of billing and collection practices.

All changes in fee schedules, billing or collection practices must be approved by the Trumansburg Village Board of Trustees. Authority to execute these changes rests with the Trumansburg Village Board of Trustees.

Billing Agent:

Due to the complexity of EMS billing for services, Trumansburg EMS will contract out with a billing vendor to perform billing and collection.

Discounts and Professional Courtesy:

Trumansburg EMS is most appreciative of the service and dedication of its members. Professional courtesy discounts cannot be offered due to current regulations and regulatory agencies prohibit any special consideration in the billing of members or their families for services provided by Trumansburg EMS.

Collection of Fees:

Trumansburg EMS will make every reasonable effort to collect the fees through the billing service by obtaining insurance and patient information and a signature for release of billing. Trumansburg EMS is a Municipal Service servicing Hector, Covert, Ulysses and Trumansburg. Moneys received from this service allows Trumansburg EMS to continue to provide prompt, professional emergency medical service to our Ambulance District residents, friends, families, visitors, neighboring municipalities and tourists.

When an insurance payment is received by a customer from his or her insurance carrier and payment has not been forwarded to the billing service to pay for services rendered the outstanding balance will be aggressively pursued. A total of two billing reminder letters will be sent to the customer in the circumstance of the billing agent having received a payment from an insurance carrier and payment was not forwarded, this constitutes insurance fraud and the customer's account will be sent to collection.